

LYRECO: Automating Processes to Create Efficiency Across Continents with the Ariba® Network

When companies need office supplies, they turn to LYRECO, the European leader in office supply distribution. Offering hundreds of thousands of products, LYRECO needed an easy way to manage hundreds of electronic data interchange requests each year. This was often challenging due to diverse customer requirements and because LYRECO is often used as a pilot supplier for e-business implementation.

At the urging of many clients, LYRECO joined the Ariba® Network to take advantage of simple procurement system integration and end-to-end online commerce. It soon discovered that, with the Ariba Punchout solution, manual intervention decreased, which led to successful invoice reconciliation, fewer returns, and reduced days sales outstanding. The result has been more-efficient ordering, fewer customer service calls, and higher customer satisfaction.



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Enhancing service levels with SAP® Ariba® solutions

Company (Supplier)

LYRECO

Headquarters

Marly, France

Industry

Wholesale distribution

Products and Services

Business-to-business
distribution of office supplies

Employees

9,000

Revenue

€2 billion

Web Site

www.lyreco.com

Objectives

- Create efficiency in daily ordering cycles and reduce customer service calls
- Simplify and manage hundreds of electronic data interchange (EDI) requests each year

Why SAP® Ariba® solutions

- One platform to meet customized ordering and invoicing requirements for every customer through the Ariba® Network
- E-business teams in 29 countries that work closely with customers to ensure that e-business launches are timely and successful

Resolution

- Customer migration to online ordering with the Ariba Network
- E-business in multiple markets with the same level of service throughout the order-to-invoice process
- E-ordering with minimal manual intervention, leading to successful invoice reconciliation, fewer returns, and fewer days sales outstanding

Benefits

- Integrated order-to-invoice process that lowers costs and simplifies invoice reconciliation
- More-efficient ordering and fewer customer service calls after channeling existing customers to the Ariba Network

63,000

Orders processed daily

Faster

Day-to-day ordering
cycles

Fewer

Days sales outstanding

Lower

Costs

Better

Service

Higher

Customer satisfaction

“LYRECO is well known for its high expertise in SAP® Ariba solutions and its efficiency when it comes to implementing new purchase-to-pay flows. The key point is to succeed with the initial implementation; this is what LYRECO is focusing on. Maintenance afterward is easy.”

Jean Sion, Group E-Procurement Manager, LYRECO

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